

## Contacting a designated person

If you are not satisfied with the outcome of the stage three panel you can contact a 'designated person' (as defined by the Localism Act 2011) and they will attempt to resolve your complaint. You may contact your local councillor, any MP or the Residents Panel.

Details of your councillor or an MP are available on the internet or available at your local library. If you wish the Residents Panel to consider your complaint, please contact the Housing Services Manager on 825985.

## Contacting the Independent Ombudsman

If the designated person or the Residents Panel feel they are unable to assist in resolving the complaint, then they will refer your complaint to the Housing Ombudsman. This is an independent and free national service, which investigates complaints against Registered Housing providers.

If you do not wish to contact a designated person then you may contact the Housing Ombudsman directly, however, you must wait eight weeks from the end of the complaints process.

## You can contact the Independent Housing Ombudsman at:

### Housing Ombudsman Service

81 Aldwych,  
London WC2B 4HN  
Telephone: 0300 111 3000  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

## Regulator for Social Housing

As a Registered Provider of Social Housing, VHA is registered with, and regulated by a government body called the Regulator for Social Housing. In extreme cases (for example, if you feel that VHA is operating illegally) you can contact the Regulator for Social Housing.



## CONTACT US:

Repairs: **01983 520353**

All other enquiries: **01983 525985**

[enquiries@vectishousing.co.uk](mailto:enquiries@vectishousing.co.uk)

[www.vectishousing.co.uk](http://www.vectishousing.co.uk)



# COMPLAINTS

leaflet  
for Vectis tenants

## COMPLAINTS AND FEEDBACK TO VHA

VHA is committed to providing excellent services, which meet the needs of our residents, customers and service users. To do this, we need to know your views.

Your views are important to us because they help us to improve our services and ensure we treat everyone fairly. We need to know when you are not happy with a service you have received. We also need to know when we have done something well or if you have a suggestion for something we could do better.

This leaflet provides you with a guide to customer feedback. It explains how you can provide comments about our services and how we will respond to them and make changes.

### Our complaint/feedback procedure aims to:

- Make it easy for you to complain or feedback to us
- Make sure you get a quick response and a fair solution
- Give you the right to a second opinion
- Keep you informed of our progress in dealing with your complaint or responding to your feedback

## HOW CAN YOU MAKE A SUGGESTION, COMPLIMENT OR COMPLAINT?

You can provide feedback on our services in the following ways:

- \* Call us on **01983 525985**
- \* Email us at [enquiries@vectishousing.co.uk](mailto:enquiries@vectishousing.co.uk)
- \* Write to us, our contact details are on the back page of this leaflet
- \* Complete an online form at [www.vectishousing.co.uk](http://www.vectishousing.co.uk)
- \* Face to face - through a member of staff
- \* Become a member of our Residents Panel and take part in surveys about our services

## WHAT CAN YOU EXPECT FROM US?

When you make a complaint, compliment or suggestion you can expect the following, we will:

- \* Acknowledge any correspondence you send us within three working days
- \* Respond to your complaints, letters or emails within 10 working days

## WHAT IS A SUGGESTION?

This is a comment about how we can improve our services. There is a £25 gift voucher prize for any suggestion we take up and we will report the types of suggestions we receive and what we are doing as a result in our tenant newsletter and on our website. We value your feedback as an opportunity to improve the quality of our service.

## WHAT IS A COMPLIMENT?

If you feel you want to make a positive comment about an individual, team or service, we will treat this as a compliment. We welcome all compliments, as these help us to identify where we are performing well and share this good practice with other parts of our organisation.

## WHAT IS A COMPLAINT?

If you are unhappy about a service you have received from us, for example if you are upset about the attitude of a member of staff, or you feel that a service standard, policy or procedure has not been met, or a contractor fails to attend an appointment, you can make a complaint.

## COMPLAINTS DO NOT INCLUDE THE FOLLOWING:

- \* Neighbour disputes
- \* Neighbour nuisance or anti-social behaviour complaints - unless you feel that we have not dealt with a nuisance complaint properly
- \* Complaints about the actions of a party that is not working for, or supported by VHA

## HOW DO WE TREAT COMPLAINTS?

We welcome all complaints as we can learn from them and turn them into service improvements.

## HOW WILL WE DEAL WITH YOUR COMPLAINT?

We have a three-stage procedure for dealing with complaints. At all stages, we will send you an acknowledgement letter within three working days, unless the complaint can be dealt with on the same day

## Stage one - Investigating your complaint

If you are making a complaint about a person or service area for the first time, we will acknowledge your complaint within three working days. Your acknowledgment letter will include details of the person who will be investigating your complaint.

You will be provided with a full response letter within 10 working days. This letter will also include details of who to contact if you are still unhappy.

## Stage two - Escalating your complaint to a manager

If you remain unhappy with the outcome of your complaint or you are unhappy with the way it was dealt with you can escalate your complaint to stage two. This means your complaint will be escalated to a more senior member of staff and will be re-investigated.

You can do this in the same way that you made your stage one complaint.

Please tell us why you are not satisfied with our initial response. Again, we will acknowledge your complaint within three working days and provide a full written response within 10

working days. Your response letter will also include an explanation of what you can do if you are still unhappy.

## Stage three - Appealing to the VHA Board

If you are unhappy with the outcome of a stage two complaint, you can apply to have your complaint reviewed by the Board of Management. If approved, your appeal will be heard at the next available meeting.

The Board may request that you present your case to them face to face or in writing, telling them why you are not happy. In the case where a personal appearance is requested you may bring another person with you or have them speak for you.

Following the Board hearing, you will be written to with an explanation of their decision and the outcome to your complaint within 30 working days from when you initially raised your stage three complaint.